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Tender

Overseas Debt Collection

Student Loans Company

F02: Contract notice

Notice identifier: 2024/S 000-005161

Procurement identifier (OCID): ocds-h6vhtk-043a99

Published 15 February 2024, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Contact

Susan Ayre

Email

commercial_mailbox@slc.co.uk

Telephone

+44 1413062109

Country

United Kingdom

Region code

UKM82 - Glasgow City

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/student-loans-company>

Buyer's address

www.GOV.UK/slc

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Collection-agency-services./WCG76VS2N2>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/WCG76VS2N2>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Administration of Student Loans

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Overseas Debt Collection

Reference number

2023-TR-0043

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

SLC would like to appoint a UK based DCA to contact customers who SLC believe are resident overseas. The key objectives of this service are:

i)to collect ICR debt and/or

ii)to complete customer documentation (OVFA) to confirm the customers' current circumstances.

II.1.5) Estimated total value

Value excluding VAT: £4,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

SLC would like to appoint a UK based DCA to contact customers who SLC believe are resident overseas. The key objectives of this service are:

i)to collect ICR debt and/or

ii)to complete customer documentation (OVFA) to confirm the customers' current circumstances.

It is expected that the successful Provider will carry out some tracing activity to facilitate collections, at their own cost. The successful Provider will attempt to locate customers with whom SLC have lost contact. If the customer is located, the successful Provider will be expected to collect the full arrears outstanding from the customer.

Customer collections should be the Provider's primary business, with the ability to demonstrate experience. The Provider must be able to provide a web-based client access to allow cases to be audited remotely as well as the ability to communicate effectively with different nationalities (this does not specifically mean multi-lingual).

II.2.5) Award criteria

Quality criterion - Name: Methodology for Service Delivery / Weighting: 20

Quality criterion - Name: Approach to Indebtedness / Weighting: 10

Quality criterion - Name: Compliance / Weighting: 10

Quality criterion - Name: Technical Requirements / Weighting: 5

Quality criterion - Name: MI and Reporting / Weighting: 5

Quality criterion - Name: Transition / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Commercial Response / Weighting: 35

II.2.6) Estimated value

Value excluding VAT: £4,500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Reprocurement at the end of the contract term

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/WCG76VS2N2>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

The successful provider must be registered and authorised by the Financial Conduct Authority and there must be no regulatory breaches by the Provider's business within the last 6 month

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

18 March 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 March 2024

Local time

12:00pm

Place

Online

Information about authorised persons and opening procedure

Commercial Manager

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Collection-agency-services./WCG76VS2N2>

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GO Reference: GO-2024215-PRO-25182861

VI.4) Procedures for review

VI.4.1) Review body

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Student Loans Company

10 Clyde Place

Glasgow

G5 8DF

Telephone

+44 1413062109

Country

United Kingdom